

	U	I	Document ID	Issue Date	Pages	Title	Current OR	Current XRe	Retrieval C	Inventor	S	C	P	Z	3	4	5
1			US 6173053 B1	20010109	10	Optimizing call-center performance by using predictive data to distribute	379/266	379/265 379/309		Bogart, Frank J., et al.	X						
2			US 6163607 A	20001219	13	Optimizing call-centers performance by using predictive data to	379/266	379/265 379/309		Bogart, Frank J., et al.	X						
3			US 5915010 A	19990622	19	distribute agents among calls System, method and user Interface for data announced call transfer	379/212	379/142 379/246 379/265 379/309		McCalmon, David T.	X						
4			US 5675637 A	19971007	25	Method for automatically obtaining and presenting data from multiple data sources	379/142	379/112 379/122 379/127 379/201 379/265 379/93.23		Szlam, Aleksander, et al.	X						
5			US 5511112 A	19960423	22	Automated voice system for improving agent efficiency and improving service to parties on hold	379/88.25	379/162 379/214 379/265 379/266 379/77 379/88.21		Szlam, Aleksander	X						
6			US 5309505 A	19940503	25	Automated voice system for improving agent efficiency and improving service-to-parties-on-hold	379/88.01	379/162 379/214 379/265 379/266 379/77		Szlam, Aleksander, et al.	X						

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Type	L	Level	Search Text	DBs	Time Stamp	Comments	Error Definition	Error
1	BRS	L1	0	preferred adj agent	USPA	2001/03/ T 24 12:18		0
2	BRS	L2	0	prefered adj agent	USPA	2001/03/ T 24 12:17		0
3	BRS	L3	346	lik\$\$\$\$ adj agent	USPA	2001/03/ T 24 12:18		0
4	BRS	L4	0	preferred near agent	USPA	2001/03/ T 24 12:19		0
5	BRS	L5	7137	acd or pbx or pabx	USPA	2001/03/ T 24 12:19		0
6	BRS	L7	433	reserv\$\$\$\$ near request	USPA	2001/03/ T 24 12:20		0
7	BRS	L8	0	I6 and I7	USPA	2001/03/ T 24 12:20		0
8	BRS	L6	24	I3 and I5	USPA	2001/03/ T 24 12:26		0
9	BRS	L9	790	Ivru or vnu or (Interactive ad voice adj response)	USPA	2001/03/ T 24 12:26		0
10	BRS	L10	6	I6 and I9	USPA	2001/03/ T 24 12:27		0

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	<u>U</u>	<u>I</u>	Document ID	Issue Date	Pages	Title	Current OR	Current XRe	Retrieval C	Inventor	S	C	P	Z	3	4	5
1		A	US 6046762	20000404	15	Multimedia telecommunication automatic call distribution	348/14.11	379/265 ; 379/93.21		Sonesh, Arif et al.	<input checked="" type="checkbox"/>						
2		A	US 5987102	19991116	18	Method and apparatus for bridging a voice call including selective provision of information in accordance therewith allowing switched voice and data communication	379/93.17	379/212 ; 379/265 ; 379/93.25		Elliott, John D. et al.	<input checked="" type="checkbox"/>						
3		A	US 5625678	19970429	19		379/93.08			Blomfield-Brown, Christopher	<input checked="" type="checkbox"/>						

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	<input checked="" type="checkbox"/>	Document ID	Issue Date	Pages	Title	Current OR	Current XRe	Retrieval C	Inventor	S	C	P	Z	3	4	5
1	<input checked="" type="checkbox"/>	US 6108406 A	20000822		System and method for downloading Internet based information to an adsl phone slot	379/93.25	379/90.01		Mitchell, Andrew J., et al.							
2	<input checked="" type="checkbox"/>	US 6058415 A	20000502		System and method for Integration of communication systems with computer-based information SYSTEMA	709/200	379/90.01 709/202 709/206 709/227 709/228 709/238 709/250		Polcyn, Michael J.							
3	<input checked="" type="checkbox"/>	US 6016336 A	20000118		Interactive voice response system with call trainable routing	379/88.23	379/71 379/88.25 379/917 379/93.12		Hanson, Bruce Lowell							
4	<input checked="" type="checkbox"/>	US 5999525 A	19991207		Method for video telephony over a hybrid network	370/352	370/389 370/392 379/114 379/90.01 379/93.07		Krishnasamy, Sridhar, et al.							
5	<input checked="" type="checkbox"/>	US 5867494 A	19990202		System, method and article of manufacture with integrated video conferencing billing in a distributed computer network conferencing systems	370/352	370/389 370/392 379/114 379/90.01 379/93.07		Krishnasamy, Sridhar, et al.							
6	<input checked="" type="checkbox"/>	US 5590128 A	19961231			370/260	379/202		Maloney, Michael et al.							

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